

Tribal Health Home Care Coordination Organization (CCO) Requirements Fact Sheet

Interview Lead Organizations

[Health Home Leads Contact List \(wa.gov\)](#)

[Health Home Coverage Area Map \(wa.gov\)](#)

Subcontract with the Lead Organization

Health Home Care Coordination Organization Agreement (CCOA) Tribal Addendum can be used to assist in negotiating with Lead Organizations and is linked below.

<https://www.hca.wa.gov/assets/billers-and-providers/hh-CCOA-Tribal-Addendum.pdf>

Onboarding for a Care Coordination Organization (CCO) can look different based on each Lead Organization, but in general the list below provides the initial steps in setting up your CCO.

- Invoice and instructions
- Consent forms and guidance documents
- Instructions on the Health Action Plan database which include accessing the remote desktop where the database is housed
- Account access to Flourish/Insignia where the Patient Activation Measure is scored
- Account access to PRISM

Hire Care Coordinator

- Assign a HH Care Coordinator to provide the Health Home services.
- Ensure the HH Care Coordinator actively engage the Beneficiary in developing a Health Action Plan (HAP).
- Establish methods to share critical events with the HH Care Coordinator within established time periods.
- Use a system provided by the Lead to track and share Beneficiary information and care needs across providers to monitor processes of care and outcomes, to initiate recommended changes in care, and to address achievement of health action goals.
- Use informed interventions that recognize and are tailored for the medical, social, economic, behavioral health, function impairment, cultural and environmental factors affecting health and health care choices.
- Provide Health Home services in a culturally competent manner that addresses health disparities.
- Ensure HH Care Coordinators will discuss with the treating/authorizing entities, on an as-needed basis, changes in Beneficiary circumstances, conditions, or HAP that may necessitate timely, and in some circumstances, immediate changes in treatment or services.

Core Training

<https://www.dshs.wa.gov/altsa/stakeholders/washington-health-home-program-core-training>

On-going Training

<https://www.dshs.wa.gov/altsa/home-and-community-services/washington-health-home-program-going-training>

Training Schedule

<http://www.dshs.wa.gov/sites/default/files/ALtsA/stakeholders/documents/duals/Care%20Coordinator%20Basic%20Training%20Schedule.pdf>

Contact Information:

Ann Dahl ann.dahl@dshs.wa.gov

Tamara Gaston Tamara.Gaston1@dshs.wa.gov